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**From:** SIMPSON, SEAN E <ss6862@att.com>  
**Sent:** Friday, May 31, 2019 7:22 AM  
**To:** Stephen Powers  
**Subject:** RE: 1-89W6ZHX SR Id for Account CENTRALIA ELEMENTARY SD: ROME New SR Notification Order Assigned. RDS 03281888851011TB

Hi Stephen,

I apologize for the continued delays, please contact our NECOE group directly, they work with the USAC directly.

NECOE Service Center Contact Number (External and Internal Use)	NECOE Service Center FAX (External and Internal Use)	NECOE Service Center Email (External and Internal Use)
1-800-228-3751	1-877-377-0494	<a href="mailto:FusfCenter@att.com">FusfCenter@att.com</a>

**Sean Simpson**

Client Solutions Executive

**AT&T LED**

M: 714.651.9665 | [ss6862@us.att.com](mailto:ss6862@us.att.com)

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**From:** Stephen Powers [mailto:Stephen\_Powers@cesd.us]  
**Sent:** Friday, May 31, 2019 6:26 AM  
**To:** SIMPSON, SEAN E <ss6862@att.com>  
**Subject:** Re: 1-89W6ZHX SR Id for Account CENTRALIA ELEMENTARY SD: ROME New SR Notification Order Assigned. RDS 03281888851011TB  
**Importance:** High

Sean,

As of this week this, despite your assurances and what I was told when I called AT&T's erate center this money still has not been returned to USAC. Our e-rate consultant has been working with someone at AT&T regarding this and was assured two weeks ago that the money would be returned shortly, but that still has not happened.

I need the name and contact info of someone at AT&T that we can contact that would have information as to why this process has taken so long and why, despite multiple reassurances that it was being taken care it still has not been processed. Obviously at this point my bosses at the district as well as auditors at the county level are expecting better answers than we've been getting.

Regards,

**Stephen Powers**

Technology Coordinator  
Centralia School District  
Buena Park, California  
Office: 714-228-3107  
Mobile: 714-715-5629

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**From:** SIMPSON, SEAN E <[ss6862@att.com](mailto:ss6862@att.com)>

**Sent:** Tuesday, March 19, 2019 11:38 AM

**To:** Stephen Powers <[Stephen\\_Powers@cesd.us](mailto:Stephen_Powers@cesd.us)>

**Subject:** RE: 1-89W6ZHX SR Id for Account CENTRALIA ELEMENTARY SD: ROME New SR Notification Order Assigned. RDS 03281888851011TB

Hi Stephen,

I understand the concern.

The problem with the Calnet billing is that is an overlay billing on top of At&t's regular billing. The debit will appear on our regular billing system for March, but whether it will translate to the March Calnet bill remains to be seen until it is released. Often times, the Calnet bill is in arrears. I believe your 2-20 bill shows charges from January so unfortunately it is likely that the March correction may not translate to Calnet until the April bill.

I do not know if you contact the USAC directly if they already show the funds returned or not at this time. That may just alleviate the concerns without our bill being updated just yet.

Let me know if you have any questions or concerns, thank you,

**Sean Simpson**

Client Solutions Executive

**AT&T LED**

M: 714.651.9665 | [ss6862@us.att.com](mailto:ss6862@us.att.com)

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**From:** Stephen Powers [[mailto:Stephen\\_Powers@cesd.us](mailto:Stephen_Powers@cesd.us)]

**Sent:** Tuesday, March 19, 2019 11:25 AM

**To:** SIMPSON, SEAN E <[ss6862@att.com](mailto:ss6862@att.com)>

**Subject:** RE: 1-89W6ZHX SR Id for Account CENTRALIA ELEMENTARY SD: ROME New SR Notification Order Assigned. RDS 03281888851011TB

Hi Sean,

I just wanted to clarify if this will appear on our bill FOR March? We received our bill for the period ending 2-20 and it's still showing the credit.

Our Superintendent is getting very anxious to have this resolved.

Regards,

**Stephen Powers**

Technology Coordinator

Centralia School District

Buena Park, California

Office: 714-228-3107

Mobile: 714-715-5629

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**From:** SIMPSON, SEAN E <[ss6862@att.com](mailto:ss6862@att.com)>

**Sent:** Wednesday, February 13, 2019 9:09 AM

**To:** Stephen Powers <[Stephen\\_Powers@cesd.us](mailto:Stephen_Powers@cesd.us)>

**Cc:** Heather McCombs <[Heather\\_McCombs@cesd.us](mailto:Heather_McCombs@cesd.us)>

**Subject:** RE: 1-89W6ZHX SR Id for Account CENTRALIA ELEMENTARY SD: ROME New SR Notification Order Assigned. RDS 03281888851011TB

Hi Stephen,

They will appear on your March 2019 billing.

Please let me know if you have any additional questions or concerns, thank you,

**Sean Simpson**

Client Solutions Executive

**AT&T LED**

M: 714.651.9665 | [ss6862@us.att.com](mailto:ss6862@us.att.com)

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**From:** Stephen Powers [[mailto:Stephen\\_Powers@cesd.us](mailto:Stephen_Powers@cesd.us)]

**Sent:** Wednesday, February 13, 2019 9:01 AM

**To:** SIMPSON, SEAN E <[ss6862@att.com](mailto:ss6862@att.com)>

**Cc:** Heather McCombs <[Heather\\_McCombs@cesd.us](mailto:Heather_McCombs@cesd.us)>

**Subject:** RE: 1-89W6ZHX SR Id for Account CENTRALIA ELEMENTARY SD: ROME New SR Notification Order Assigned. RDS 03281888851011TB

Hi Sean,

As I'm sure you can imagine the delay in this has been extremely troubling to our Fiscal Services office. Can you please provide me with a more detailed date as to when this will be processed and returned to USAC?

Regards,

**Stephen Powers**

Technology Coordinator

Centralia School District

Buena Park, California

Office: 714-228-3107

Mobile: 714-715-5629

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**From:** SIMPSON, SEAN E <[ss6862@att.com](mailto:ss6862@att.com)>

**Sent:** Tuesday, February 12, 2019 2:45 PM

**To:** Stephen Powers <[Stephen\\_Powers@cesd.us](mailto:Stephen_Powers@cesd.us)>

**Cc:** Heather McCombs <[Heather\\_McCombs@cesd.us](mailto:Heather_McCombs@cesd.us)>

**Subject:** RE: 1-89W6ZHX SR Id for Account CENTRALIA ELEMENTARY SD: ROME New SR Notification Order Assigned. RDS 03281888851011TB

Hi Stephen,

Yes, they let me know yesterday that the calculated the amount to be \$107,610.17 that needs to be sent back to E-rate. It should be processed this month.

I apologize for the delay, regards,

**Sean Simpson**

Client Solutions Executive

**AT&T LED**

M: 714.651.9665 | [ss6862@us.att.com](mailto:ss6862@us.att.com)

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**From:** Stephen Powers [[mailto:Stephen\\_Powers@cesd.us](mailto:Stephen_Powers@cesd.us)]

**Sent:** Tuesday, February 12, 2019 2:39 PM

**To:** SIMPSON, SEAN E <[ss6862@att.com](mailto:ss6862@att.com)>

**Cc:** Heather McCombs <[Heather\\_McCombs@cesd.us](mailto:Heather_McCombs@cesd.us)>

**Subject:** RE: 1-89W6ZHX SR Id for Account CENTRALIA ELEMENTARY SD: ROME New SR Notification Order Assigned. RDS 03281888851011TB

Hi Sean,

Have you heard anything back from your e-rate team about this? Our most recent bill is still showing this amount as a credit.

Regards,

**Stephen Powers**

Technology Coordinator

Centralia School District

Buena Park, California

Office: 714-228-3107

Mobile: 714-715-5629

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**From:** SIMPSON, SEAN E <[ss6862@att.com](mailto:ss6862@att.com)>

**Sent:** Monday, January 14, 2019 10:08 AM

**To:** Stephen Powers <[Stephen\\_Powers@cesd.us](mailto:Stephen_Powers@cesd.us)>

**Subject:** RE: 1-89W6ZHX SR Id for Account CENTRALIA ELEMENTARY SD: ROME New SR Notification Order Assigned. RDS 03281888851011TB

Hi Stephen,

Yes I will send off an inquiry.

Thank you,

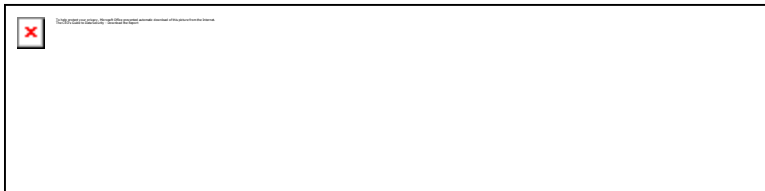
**Sean Simpson**

Client Solutions Executive

**AT&T LED**

M: 714.651.9665 | [ss6862@us.att.com](mailto:ss6862@us.att.com)

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**From:** Stephen Powers [[mailto:Stephen\\_Powers@cesd.us](mailto:Stephen_Powers@cesd.us)]

**Sent:** Friday, January 11, 2019 7:45 AM

**To:** SIMPSON, SEAN E <[ss6862@att.com](mailto:ss6862@att.com)>

**Subject:** RE: 1-89W6ZHX SR Id for Account CENTRALIA ELEMENTARY SD: ROME New SR Notification Order Assigned. RDS 03281888851011TB

Hi Sean,

Can you check with your e-rate team and see if this has been returned to USAC? Our e-rate consultant is saying it hasn't and I keep seeing this credit on our WAN invoices.

Regards,

**Stephen Powers**

Technology Coordinator

Centralia School District

Buena Park, California

Office: 714-228-3107

Mobile: 714-715-5629

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**From:** Stephen Powers

**Sent:** Friday, September 21, 2018 8:30 AM

**To:** SIMPSON, SEAN E <[ss6862@att.com](mailto:ss6862@att.com)>

**Subject:** RE: 1-89W6ZHX SR Id for Account CENTRALIA ELEMENTARY SD: ROME New SR Notification Order Assigned. RDS 03281888851011TB

Thanks Sean.

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**From:** SIMPSON, SEAN E <[ss6862@att.com](mailto:ss6862@att.com)>

**Sent:** Thursday, September 20, 2018 3:33 PM

**To:** Stephen Powers <[Stephen\\_Powers@cesd.us](mailto:Stephen_Powers@cesd.us)>

**Subject:** RE: 1-89W6ZHX SR Id for Account CENTRALIA ELEMENTARY SD: ROME New SR Notification Order Assigned. RDS 03281888851011TB

Hi Stephen,

Billing has made the adjustment totaling \$115,628.35 over 12 accounts. These credits are expected to post to the 10/2018 invoices. Our E-rate group has been notified and the funding will be reversed back to the USAC for the affected time frame.

Thank you for your patience, let me know if there are any additional questions or concerns,

**Sean Simpson**

Client Solutions Executive

**AT&T NSLED**

M: 714.651.9665 | [ss6862@us.att.com](mailto:ss6862@us.att.com)

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